Open and Transparent Government

Total number of public records requests received

Metric Definition	Total number of public records requests received from 12am CST, July 1, 2017 through 11:59pm September 30, 2017.

Current	Previous	Trend
43	51	↓

Reporting Cycle	Quarterly (July 1, 2017 - September 30, 2017)
Additional Details	Executive Order #235 requires agencies to post public records metrics. Requests may be received verbally or in writing and are logged by the agency when received.

Total number of public records requests completed

Metric Definition	Total number of public records requests completed from 12am CST, July 1, 2017 through 11:59pm September 30, 2017.

Current	Previous	Trend
42	50	↓

Reporting Cycle	Quarterly (July 1, 2017 - September 30, 2017)
Additional Details	Executive Order #235 requires agencies to post public records metrics. Completed or closed means no further action is required by the agency. Requests completed during this reporting cycle may have been initiated during a previous quarter.

Average time taken to fulfill public records requests

Metric Definition	Total time taken (in business days) to fulfill public records requests divided by the total number of public records requests completed in this reporting cycle (from 12am CST, July 1, 2017 through 11:59pm September 30, 2017).

Goal Met	Current	Previous	Target	Trend
✔	7.7 days	5.8 days	10 days	↓

Reporting Cycle	Rolling average updated quarterly (July 1, 2017 - September 30, 2017)
Additional Details	Executive Order #235 requires agencies to post public records metrics. This metric includes requests fulfilled this quarter although the requests may have been initiated in a previous quarter. Weekends, legal holidays, time spent waiting for payment of invoices, and time spent waiting for clarification from requestor are not counted in total business days. Requests received and fulfilled within one business day are calculated as zero days. Fulfilled means no further action is required by the agency.

Percentage of public records requests acknowledged within one business day

Metric Definition	Percentage of public records requests sent to the agency's primary public requests inbox and acknowledged by the next business day (received from 12am CST, July 1, 2017 through 11:59pm September 30, 2017).

Goal Met	Current	Previous	Target	Trend
✖	47%	88%	100%	↓

Reporting Cycle   Quarterly (July 1, 2017 - September 30, 2017)

Additional Details   This does not include requests sent via channels other than the primary public requests inbox. Acknowledged is defined as a response sent back to requestor by the next business day. Business days do not include weekends or legal holidays.

Percentage of current employees completing public records training

Metric Definition	Percentage of current employees that completed public records training by March 1 of each calendar year.

Goal Met	Current	Previous	Target	Trend
✔	100%	N/A	100%	N/A

Reporting Cycle   Annual (March 1, 2016 - February 28, 2017)

Additional Details   Public records training is available to state employees via our enterprise learning management system. All state employees (permanent, project, and limited term) are required to complete this training. This metric is measured annually on March 1 for employees that started before February 1. Data does not include employees who completed the training, but left employment before the end of the reporting cycle. This is the first reporting cycle. Previous and trend will not be available until the next reporting cycle.

Percentage of new employees completing public records training

Metric Definition	Percentage of new employees that completed public records training with 30 calendar days of their start date.

Goal Met	Current	Previous	Target	Trend
✔	100%	60%	100%	↑

Reporting Cycle   Rolling average updated quarterly (April 1, 2017 - June 30, 2017)

Additional Details   Public records training is available to state employees via our enterprise learning management system. All new state employees (permanent, project, and limited term) are required to complete the training within 30 calendar days of their start date.

Percentage of exiting employees that received notice of public records retention obligations

Metric Definition	Percentage of exiting employees that received notice of public records retention obligations on or before last day of employment.

Goal Met	Current	Previous	Target	Trend
✔	100%	100%	100%	↔

Reporting Cycle   Quarterly (July 1, 2017 - September 30, 2017)

Additional Details	It is required that all exiting employees receive notice of public records retention obligations on or before last day of employment.

Examples for "Average time taken to fulfill public records requests":

Request received March 15, 2017 (<u>not</u> included in metric requests received)

Request completed April 14, 2017 (included in metric requests completed)

Time taken to fulfill = 22 business days - day one is March 16 and day 22 is April 14 (included in metric average time to fulfill)

Request received Sunday, April 23, 2017 (included in metric requests received)

Request completed Monday, April 24, 2017 (included in metric requests completed)

Time taken to fulfill = 0 business days - day one is April 24 and completed within 24 hours (included in metric average time to fulfill)